

## 2-1-1 Idaho CareLine Year-to Date Spanish Contacts As of August 2009

[State Fiscal Year (SFY) = July 1, 2009 to June 30, 2010]

| Call Classification            | July       | August     | Total Calls |
|--------------------------------|------------|------------|-------------|
| Abuse/Neglect                  | 4          | 6          | 10          |
| Adoption                       | 4          | 4          | 8           |
| Childcare                      | 87         | 112        | 199         |
| Clearinghouse                  | 0          | 0          | 0           |
| Dentist                        | 0          | 5          | 5           |
| Disabilities (under age 3)     | 0          | 0          | 0           |
| Disabilities (age 3 & older)   | 0          | 2          | 2           |
| Doctor                         | 12         | 11         | 23          |
| Employment / Business          | 2          | 8          | 10          |
| Environmental Health           | 0          | 0          | 0           |
| Financial Service / Benefits   | 359        | 427        | 786         |
| Foster Care                    | 15         | 11         | 26          |
| Fraud                          | 1          | 1          | 2           |
| Health Resources               | 20         | 17         | 37          |
| Immunizations                  | 0          | 2          | 2           |
| Medicaid (Age 19-)             | 202        | 215        | 417         |
| Medicaid (Age 19+)             | 41         | 35         | 76          |
| Medicaid Dentist               | 11         | 6          | 17          |
| Medicaid Doctor                | 22         | 17         | 39          |
| Mental Health                  | 2          | 7          | 9           |
| Miscellaneous                  | 47         | 77         | 124         |
| Senior Issues (Age 60 & older) | 2          | 1          | 3           |
| Social Security                | 4          | 5          | 9           |
| Substance Abuse                | 1          | 2          | 3           |
| Tobacco                        | 2          | 0          | 2           |
| WIC                            | 6          | 11         | 17          |
| <b>Total:</b>                  | <b>844</b> | <b>982</b> | <b>1826</b> |

Source: IDHW 2-1-1 Idaho CareLine "Get Connected, Get Answers"

Note: Report displays the cumulative contacts received from Spanish-only speakers to date during the SFY by month, by contact classification, and total contacts to date..